



DISTRICT OF COLUMBIA

OFFICE OF THE STATE SUPERINTENDENT OF

EDUCATION

Education Services Specialist

Division of Postsecondary and Career Education

The Office of the State Superintendent of Education (OSSE) is the State Education Agency for the District of Columbia charged with raising the quality of education for all DC residents. OSSE is focused on sustaining, accelerating, and deepening the progress being made for the District's 90,000+ students. OSSE serves as the District's liaison to the U.S. Department of Education and works closely with the District's 470+ early childhood facilities, 250+ schools, 60+ local education agencies (including DCPS and charter organizations), and community-based organizations to provide critical programming and resources to our stakeholders.

One of the most meaningful aspects of our work at the Office of the State Superintendent of Education (OSSE) is helping District of Columbia (DC) residents achieve their educational goals. Our division, Postsecondary and Career Education (PCE), is uniquely positioned to support key transitions across a wide spectrum of learners – from eager middle schoolers to resourceful adults. Along with our partners, we are honored to be part of our learners' high school choices, college visits, job placements, and many other meaningful moments in between. We currently have an opening on Higher Education and Services team.

PCE supports programs that help students explore their options at every level and pursue postsecondary goals. Our eight program offices support this goal in many different ways.

- The Office of Adult and Family Education (AFE) provides funding for organizations that serve adults who lack a high school diploma or equivalency, or who need to improve their literacy and numeracy skills to gain employment.
- The DC ReEngagement Center (REC) supports youth ages 16-24 to address barriers that they face in reconnecting with educational options, earning a secondary credential, and transitioning to employment and/or postsecondary education.
- The GED® Program Office (GEDPO) provides opportunities to sit for the GED® suite of exams.
- The Offices of Career and Technical Education (CTE) and Career Education Development (CED) provide funding to schools and the University of the District of Columbia for programs that serve traditional secondary and postsecondary students. These programs can also lead to students attaining industry credentials.
- The **Office of College and Career Readiness (CCR)** provides programming that helps develop a college-going culture in the District, with services targeted at middle and high school students.
- The Higher Education Licensure Commission (HELC or Commission) authorizes institutions of higher education (IHEs) to operate in the District, ensuring that District students have access to licensed and reliable higher education opportunities.

- The Higher Education Financial Services team provides financial assistance as students move to and through college.

Our Higher Education and Financial Services team houses three scholarships: DCTAG, Mayor's Scholars, and the newly funded DC Futures: Tuition Assistance program. The Customer Services Representative will serve with the HEFS team in the implementation of the DC Futures: Tuition Assistance program. DC Futures offers tuition assistance to DC residents at Catholic Metropolitan University, Trinity Washington University, and the University of the District of Columbia. The Customer Services Representative will work with the disbursement officer to help students and parents understand the program; support students as they complete the application and upload the necessary documents; and answer questions that arise in the process. The Customer Services Representative will also provide support to the DC Futures disbursement officer, working with the universities to ensure that students are enrolled in approved programs and that proper invoicing happens in an efficient and timely manner. We are looking for a friendly self-starter who is able to interact positively with our constituents, learn our technological systems, and acquire new skills as the program develops.

Specific functions of the Customer Service Representative include:

- Working with the disbursement officer to address questions and concerns from program participants
- Working with universities to ensure timely processing of invoices
- Answering inquiries from internal and external sources about DC Futures
- Updating the website with program news and information
- Working closely with the DCTAG team to advertise the program
- Assisting in the maintenance of data dashboards, surveys and other data
- Assisting with the preparation of written materials for public hearings as needed

Key qualifications for the role include:

- Ability to provide excellent customer service to District residents, students, and other stakeholders
- Ability to communicate in oral and written form in a clear and concise manner
- Ability to process invoices on a large scale
- Willingness to travel to various offsite local education agencies, schools, colleges and universities and community based organizations throughout the work day as needed

Our ideal candidate will also have:

- A positive and collaborative attitude
- A strong desire to help residents obtain college degrees
- [Preferred] Possession of a AA degree or higher and/or 5+ years of work experience

Interested applicants should register for the [OSSE Virtual Hiring Fair](https://osse.dc.gov/page/hiring-fair-osse).

Full Link = <https://osse.dc.gov/page/hiring-fair-osse>.